

HOTEL JIŘINKA

Accommodation Rules

Terms and Conditions of Accommodation

1. Hotel Jiřinka, Apartmány Větrník and Apartmány Chata Večernice (hereinafter referred to as the “Accommodation Provider” or the “Hotel”) may accommodate only a client who has duly registered for accommodation (check-in). The Accommodation Provider prefers online check-in, which represents a self-service process for guest registration; online check-in may be a condition for using contactless/self-service access to the accommodation. Check-in may also take place in person at the reception desk. For the purpose of identity verification, the client must present a national ID card or another valid identification document, or a passport, upon arrival. The Accommodation Provider is entitled to request the presentation of an identity document upon arrival even if the client has completed online check-in.

As part of the check-in process, the client must complete the registration card (guest record) and confirm/sign it. The client is responsible for ensuring that the registration card (including details of other persons registered for the stay) is completed truthfully, completely and correctly, and properly confirmed/signed (including electronic confirmation during online check-in).

2. Each client who is not a citizen of the Czech Republic (a foreigner) is obliged, in accordance with the Act on the Residence of Foreign Nationals in the Czech Republic, to complete and submit to the Accommodation Provider a registration form for reporting residence, or provide the required data in the scope required by law. All required information must be truthful and complete. This obligation may be fulfilled in person at the reception desk or through online check-in, if provided by the Accommodation Provider.

3. The reception opening hours of Hotel Jiřinka are 8:00 AM – 8:00 PM, unless stated otherwise. The Accommodation Provider may allow check-in outside reception opening hours via online check-in and self-service access (e.g. code/PIN, key box, hotel kiosk).

4. Based on a reservation confirmed in writing by the Accommodation Provider, the client may check in on the day of arrival between 4:00 PM and 8:00 PM, unless another time was requested in the reservation and confirmed by the Accommodation Provider. Until that time the accommodation will be reserved for the client. If online check-in is available, the Accommodation Provider may also allow self-service access collection at a time agreed with the client.

5. A client accommodated in the facility must check out no later than 10:00 AM. The room must be vacated by that time unless otherwise agreed individually in advance with the Accommodation Provider. If the client fails to vacate the room by the specified time, the Accommodation Provider may charge a late check-out fee of CZK 500, provided that check-out occurs no later than 3:00 PM. After 3:00 PM, the Accommodation Provider is entitled to charge the price of an additional full night, unless agreed otherwise. The room is considered vacated once the client removes all personal belongings and notifies the hotel of the check-out. The Accommodation Provider reserves the right to check the room inventory (furniture, appliances, forgotten items) and the client’s payments and consumption until 8:00 PM on the following day after departure.

6. If the client requests an extension of the stay, the Accommodation Provider may offer a different room in another price category. In such a case, the client is not entitled to remain in the originally occupied room or to obtain another room if it is not possible due to capacity or operational reasons.

7. The Accommodation Provider reserves the right, in exceptional circumstances, to provide the client with alternative accommodation, provided that it does not substantially differ from the confirmed reservation.

8. The Accommodation Provider provides services to clients within the scope mutually agreed and confirmed, and within the scope determined by applicable legal regulations. The price of accommodation and services is dynamically determined, depending on the stay date, occupancy of the accommodation facility, length of stay, scope of ordered services and other operational circumstances. The price stated in the reservation confirmation is binding.

The client is obliged to pay for accommodation and services according to the reservation confirmation and these accommodation rules, no later than the day of departure, unless agreed otherwise.

9. The client is obliged to adapt their stay in the accommodation facility to their current health condition and their physical and mental abilities.

Payment Terms, Cancellation Policy and Fees

10. The client confirms the payment and cancellation conditions and these accommodation rules of the hotel:

a. by providing billing details for reservations made in writing or by telephone through the hotel reservation department. After confirmation of the written offer by the client, the hotel will issue an advance invoice for the total accommodation price. The due date is stated on the advance invoice. The reservation is guaranteed once the advance payment is received before the due date. Reservations without advance payment will expire and be deleted from the reservation system after the due date.

b. by creating an online reservation via the Hotel Jiřinka website and paying a deposit of 50% or 100% of the total accommodation price via online payment.

c. by creating an online reservation via the Booking.com portal. According to the conditions confirmed during booking, the hotel will charge the total price of the stay to the client's credit card no earlier than 14 days before arrival.

11. The client is obliged to pay the price for accommodation and services in the amount stated in the reservation confirmation, according to the price list valid at the time of booking. Prices may be determined using dynamic pricing. The price stated in the reservation confirmation, or in the invoice for services beyond the reservation, is decisive.

Cancellation Policy

12. If the client cancels or modifies their reservation (e.g. arrival or departure date), the hotel is entitled to charge cancellation fees under the following conditions:

- 15 days or more prior to arrival - no fee (full refund of the paid deposit)
- 14-0 days prior to arrival - cancellation fee of 100% of the total reservation price, with the full deposit applied toward this fee
- no-show (without prior contact with the Accommodation Provider) the reservation is cancelled at 8:00 PM on the scheduled arrival day, and the client is not entitled to any refund of the deposit

Cancellation must be submitted in writing.

For group reservations (3 or more rooms), special cancellation conditions may apply and will be sent together with the price quotation.

New Year's Eve (31 December): Reservations can be cancelled free of charge no later than 30 days before arrival. The reservation is confirmed and guaranteed only after full payment of the stay. In case of later cancellation or no-show, a 100% cancellation fee of the total reservation price applies.

Additional Accommodation Conditions

13. The Accommodation Provider is liable for damage to items brought into the accommodation facility by the client and to items deposited in designated areas, within the scope defined by applicable legal regulations.

14. The Accommodation Provider provides safes in rooms and recommends storing valuables there. Storing items in the in-room safe does not constitute acceptance of items for safekeeping by the Accommodation Provider.

15. The client is responsible for any damage caused to the equipment or inventory of the accommodation facility in accordance with applicable legal regulations. In the event of damage or destruction of property, the Accommodation Provider is entitled to compensation for repair costs, or for the value of destroyed items if repair is not possible.

16. The client, as a legal guardian, is responsible for damage caused by minors under their supervision, as well as by persons or animals present in the accommodation facility with the client's consent.

17. Any defects in the room must be reported to the reception within 2 hours of check-in (receipt of access code). If not reported, it is assumed that the room is without defects and fully functional. The client is therefore responsible for any unreported defects in the apartment or cottage.

18. If damage to the Accommodation Provider's property is caused by the client, the client must compensate the damage no later than the day of departure, or based on an invoice issued within 14 days after departure, payable within 10 days of delivery, if the Accommodation Provider chooses this method.

19. The accommodation provider provides clients with the possibility to store skis, ski boots and bicycles in areas designated as a ski room/bike room, in lockable lockers intended for this

purpose. The client is obliged to store sports equipment exclusively in these lockers, to properly lock the locker and to secure the key/card/code. The accommodation provider is liable for damage to items stored in this way to the extent stipulated by legal regulations. The accommodation provider is not liable for items left outside the designated areas, especially in cars or in other places not intended for this purpose.

20. Parking is provided to clients in the accommodation provider's parking area. This is not a guarded parking lot nor does it constitute taking over the vehicle into custody. The accommodation provider is therefore not liable for theft or damage to motor vehicles or for items left in the vehicle; this does not affect the accommodation provider's liability within the scope stipulated by legal regulations. The client is obliged to properly lock and secure the vehicle and not to leave items freely accessible inside. The client is responsible for damage caused by the operation of their vehicle in the parking area to third parties and to the accommodation provider and is obliged to compensate for such damage.

21. The client is obliged to behave in such a way as to prevent damage to health, property, nature and the environment. The accommodation provider recommends that the client keep the entrance door locked even when staying in the room. Before opening the door to strangers, the client should check the reason for entering the room and, in case of any doubt, immediately contact the reception. Before leaving the room, the client must properly check that windows and doors are closed.

22. The consumption of alcohol in the accommodation facility is permitted only to persons over 18 years of age.

23. The client is obliged to inform the accommodation provider without undue delay of any circumstances that may affect the safe course of the stay or the provision of ordered services, in particular significant mobility limitations or dietary restrictions such as allergies. The information may be provided at the reception or to the restaurant manager.

24. The staff is entitled to refuse to serve alcoholic beverages to persons under 18 years of age and to persons who are clearly under the influence of alcohol.

25. The opening hours of the restaurant are determined by the restaurant operator.

26. The reception of visitors of accommodated clients is reserved for the hotel reception or other common areas. In the room in which the client is accommodated, visitors may be received only with the consent of a responsible employee or hotel management between 8:00 AM and 10:00 PM. Hotel employees are not authorized to provide any information about accommodated clients to third parties, with the exception of members of the Police of the Czech Republic after proper identification and demonstration of entitlement to request such data, nor to allow visits of third parties without the client's consent.

27. In the room and in common areas, the client may not, without the consent of a responsible employee or management, move interior equipment, make any changes or modifications to the equipment, or interfere with the electrical network or other installations.

28. Clients are not allowed to use their own electrical appliances in the rooms that may pose an increased fire or safety risk, especially cookers, heaters, grills, kettles, electric blankets, extension cables and similar devices. This prohibition does not apply to common personal

hygiene appliances and personal electronics, such as razors, hair dryers, chargers or laptops, provided that they are in proper technical condition and used in a usual manner.

29. Clients are not allowed to bring into rooms items for which other designated storage areas are provided in the accommodation facility, especially sports equipment, strollers, bicycles, carts and similar items. The client shall inquire at the reception about the possibilities for storing such items.

In case of violation of this prohibition, the accommodation provider is entitled to charge the client a contractual penalty in the amount of CZK 1,000 for each individual violation. This does not affect the right of the accommodation provider to compensation for damage caused by the breach of this obligation; the contractual penalty paid shall be credited towards compensation for damage if it relates to the same breach.

30. The accommodation provider ensures regular cleaning of apartments/cottages during the client's stay to the extent and frequency determined by the accommodation provider. The client is obliged to allow access to the accommodation unit for the purpose of cleaning at the announced time. If the client requests extraordinary cleaning beyond the regular cleaning, they shall notify the accommodation provider of this fact at least 1 day in advance (by phone or at the reception).

31. Clients are not allowed to use hotel towels and bath towels at the pool; towels intended for the pool are available at the reception upon request and will be provided free of charge.

32. The exchange of towels and bath towels is possible depending on the length of stay as follows: for stays of 1–3 nights without exchange (exchange for a fee of CZK 30 per piece), for stays of 4–6 nights one free exchange, and for stays of 7–9 nights two free exchanges; for longer stays, the same applies, i.e. for each additional commenced 3 nights of stay, one free exchange is provided.

33. Smoking is allowed only in designated areas of the accommodation provider. In rooms and all indoor areas, smoking is strictly prohibited. In case of violation of this prohibition, the accommodation provider is entitled to charge the client a contractual penalty in the amount of CZK 2,000 for each violation. In the event that the damage caused is higher, the accommodation provider reserves the right to charge the full amount of the damage.

34. The use of any narcotic and psychotropic substances is strictly prohibited in the accommodation facilities. The accommodation provider is entitled to inform the Police of the Czech Republic and immediately terminate the client's accommodation without compensation if this prohibition is violated.

35. Clients are strictly prohibited from using the wellness centre facilities (pool, saunas) under the influence of alcohol or psychotropic substances. A client who suffers from cardiovascular disease or has any health problems as a result of which staying in the pool or sauna may worsen their health condition or endanger their life may use the pool or sauna facilities at their own risk and responsibility.

36. The stay of dogs and other animals in the accommodation facility is possible only with the consent of the accommodation provider, based on prior agreement with the client. The accommodation provider is entitled to request proof of the animal's health condition (e.g.

valid vaccination). The price for accommodating an animal is charged according to the valid price list.

For the stay of animals, the following rules apply:

- Animals are prohibited from entering and staying in areas where food is stored or prepared.
- Animals are prohibited from entering the wellness centre.
- In all public areas, the dog must be kept on a leash; the accommodation provider is entitled to require a muzzle if circumstances require it, especially with regard to the nature of the animal and the safety of clients and staff.
- Animals must not be placed on beds or other equipment intended for the rest of clients.
- Equipment intended for the preparation or serving of food and beverages to clients must not be used for feeding animals.
- The owner of the animal and at the same time the client who allowed the animal's stay in the accommodation unit is fully responsible for the animal; if damage is caused to the accommodation provider by the animal, the client is obliged to compensate it in full.
- In the event of contamination of the room or common areas by the animal, the accommodation provider is entitled to charge the costs of additional cleaning up to the amount of CZK 1,000, and if the actual costs of cleaning or removing the consequences exceed this amount, the accommodation provider is entitled to charge these costs in full.
- The client is obliged to allow cleaning, room inspection and any repairs even in the case of a stay with an animal so that the safety of staff and other clients is not endangered; the accommodation provider is entitled to carry out a room inspection at least once a day for the purpose of detecting damage or excessive contamination. The staff is not obliged to carry out cleaning or repairs if they reasonably feel threatened by the animal.

37. Before departure, the client is obliged to close water taps, turn off lights, close windows (including terrace windows), lock the door and return the key/card/access medium upon check-out or by self-service in the manner specified by the accommodation provider. In case of loss or damage to the access medium, the accommodation provider may charge a fee according to the price list.

38. The accommodation provider supports waste sorting and asks clients to sort waste into designated containers if conditions allow.

39. For safety reasons, the accommodation provider recommends not leaving children under 12 years of age unattended either in the room or in other common areas.

40. During the period from 10:00 PM to 6:00 AM, the client is obliged to observe night quiet hours. With the consent of the operator (manager or deputy), social events may be organized in designated areas even after 10:00 PM.

41. The client must not carry weapons or ammunition in the accommodation facility or store them in a state allowing their immediate use.

42. In case of high demand from hotel clients for the use of additional services such as wellness, the hotel reserves the right to limit access or use of such services to a maximum of 1 hour.

43. Client complaints and any suggestions for improvement are received by the hotel manager.

44. Disputes arising in connection with the provision of accommodation services shall be heard and decided by the competent courts of the Czech Republic, unless otherwise provided by mandatory legal regulations.

If the defendant is a person domiciled (or habitually residing) in a Member State of the European Union, the international jurisdiction of courts shall be determined in accordance with directly applicable European Union regulations, in particular Regulation (EU) No. 1215/2012 of the European Parliament and of the Council (Brussels I bis). In disputes concerning compensation for damage, jurisdiction may also lie with the court of the place where the harmful event occurred or may occur.

45. The client is obliged to comply with the provisions of these accommodation rules. In the event that the client does not comply with the accommodation rules, the accommodation provider has the right to withdraw from providing accommodation services and terminate the accommodation contract before the expiry of the agreed period. In such a case, the accommodation provider is entitled to full payment of the accommodation price. The client must subsequently leave the hotel without delay. The client is obliged to familiarize themselves with the operational and safety rules of the accommodation provider, including all its facilities, and to comply with them.

46. By making a reservation, the client agrees that they have familiarized themselves with all operational and accommodation rules of the accommodation provider. The accommodation of clients is governed by the legal order of the Czech Republic, on the basis of Czech law and these accommodation rules. By staying at the accommodation, the client accepts these accommodation rules as contractual conditions and is obliged to comply with them. The client is obliged to familiarize themselves with these accommodation rules; ignorance of them shall not be taken into account.

47. Consumer protection – pre-contractual information

The accommodation provider provides the consumer/client with pre-contractual information within the scope of Sections 1811 and 1820 of Act No. 89/2012 Coll., the Civil Code, in particular through the accommodation provider's website, reservation system and/or in the reservation confirmation.

For this purpose, the accommodation provider provides in particular:

- the identity and contact details of the accommodation provider: VAKABRNO s.r.o., registered office Jugoslávská 770/13, 613 00 Brno,
- designation and main characteristics of the services provided: accommodation and related services according to the reservation confirmation,

- the price of services and any additional fees: according to the valid price list and reservation confirmation,
- payment method and cancellation conditions: according to the reservation confirmation and these accommodation rules,
- costs of distance communication: according to the service provider's tariff (standard rate),
- applicable law and language of communication: Czech Republic, Czech language, unless agreed otherwise.

The consumer acknowledges that in the case of an accommodation contract to be performed on a specified date, they do not have the right to withdraw from the contract pursuant to Section 1837 letter j) of the Civil Code.

48. The client is entitled to lodge a complaint regarding the services provided without undue delay, ideally already during the stay, so that remedy can be arranged on site. Complaints may be submitted at the reception or in writing to the contact details of the accommodation provider stated in the reservation confirmation and on the accommodation provider's website. The accommodation provider undertakes to assess and settle the complaint within a reasonable time depending on its nature.

49. The consumer has the right to submit a proposal for out-of-court dispute resolution to an alternative dispute resolution entity (ADR). For disputes arising from accommodation services, the competent ADR entity is in particular the **Czech Trade Inspection Authority (CTIA)**. Current contact details and ADR conditions are published on the CTIA website.

50. The accommodation provider processes clients' personal data to the extent necessary for the conclusion and performance of the accommodation contract and for the fulfilment of legal obligations, in particular guest registration and related obligations. Detailed information on the processing of personal data and clients' rights is provided in the **Personal Data Processing Policy** published on the accommodation provider's website.

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